

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1PET (1738) FAX (602) 364-1039

VETBOARD.AZ.GOV

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: DEC. 20, 2019

Case Number: 20-55

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Dr. Charles Cantrell

Premise Name: Vet IQ

Premise Address: 12900 W. Thunderbird Rd.

City: El Mirage State: AZ Zip Code: 85335

Telephone: (833) 838-4792

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Claude Arthur Wood III

Address: _____

City: _____ State: _____ Zip Code: _____

Home Telephone: _____ Cell Telephone: _____

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

DEC 20 2019

BY: 

C. PATIENT INFORMATION (1):

Name: Samwise (Sammy) Wood

Breed/Species: Miniature Schnauzer

Age: 9 Sex: Male Color: Silver+Salt & Pepper

PATIENT INFORMATION (2):

Name: None

Breed/Species:

Age: Sex: Color:

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Previous Doctor who was treating his repository infection -
Ashly Casida, Sun Valley Hope Animal Hospital,

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature:



Date:

12/18/2019

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

On Saturday Dec. 4th, 2019, by Dr. Charles Cantrell, I took my dog to get a standard rabies shot at the Vet IQ on 12900 W. Thunderbird Rd. El Mirage AZ, 85335. I told the vet was in the middle of treatment for a respiratory infection and he was on the 2nd week of a three week prescription of antibiotics. He looked over my dog and was very nice, he even pulled out a loose tooth with ease and then gave my dog the vaccination of Defensor 3. However, later that night approximately 11:30pm my dog started having trouble breathing. I tried everything I could think of to help him. His neck became swollen and he was gasping for air! I stayed up with him until approximately 5:30am trying everything I could to cool him down and help him breath. He finally passed out after being exhausted. I was very tired also, and I fell asleep. Then I woke up at approximately 11:45am and searched for him, and I found him dead in one of his favorite spots under our 2nd story window in the spare bedroom. He had defecated in the doorway and then crawled to his favorite spot in that room and died.

After talking to another veterinarian and looking up the drug he was given (Defensor 3) and the protocol for giving rabies vaccinations I found that the protocol is, "Must only be given to a **HEALTHY** animal". He completely ignored me telling him my dog was already sick and on other medications as well as the protocol laid out by the AAVSB and the manufacturer of Defensor 3.

January 2, 2020

Charles Cantrell, MS VMD

[Redacted]

Case 20-55

On 12/04/2019 I was working as a veterinarian, at the El Mirage Wellness Center for VIP Vet IQ. The Wellness Center is not a full-service hospital, it is a new facility in the building of the El Mirage Walmart at 12900 W Thunderbird Rd, El Mirage, AZ. At the Wellness Center we believe that every dog and cat should receive regular exams, vaccinations and preventive care to help maintain their overall health. We strive to provide the highest standards of preventive veterinary care and make it affordable and accessible to all pet owners. All services follow accepted, tested protocols and take the individual pet's lifestyle into consideration.

Mr. Claude Wood brought in their dog Sammi, a 9 year old, male in-tact, Miniature Schnauzer, weighing 19.3 lbs. for evaluation and vaccinations. The K9 was on antibiotics from their regular vet. The owner did not know what antibiotic they were giving their K9, and was vague about why the K9 was on antibiotics but that he had been on antibiotics for over 2 weeks of a 3 week course and was doing very well with no medical problems persisting at this time. At one time the owner said that there was a urinary infection, at another time he said maybe it was a respiratory infection. The owner assured us that the K9 was in good health and almost finished the antibiotics, and doing well. The owner was aware that there was one retained testicle. It had been recommended to have surgery – castration, when the K9 was young.

On PE of K9 Sammi it was evident that Sammi had not had any recent or ongoing dental care, as several teeth on both sides of mouth had significant periodontal disease, to the extent that one tooth, lower left 2nd pre-molar, tooth #306, was caught in lower gingival fold and able to be flicked out of mouth with index finger.

There was no indication that there was any persisting urinary disease, the tip of the penis was not inflamed; nor was there coughing, wheezing or harshness of air movement in lungs, based on auscultation and observation during the time K9 Sammi was in the Wellness Clinic.

The PE was uneventful other than mouth - health of teeth.

K9 Sammi was on antibiotics which most likely would reduce the systemic bacterial exposure, no doubt present, from the mouth. K9 Sammi was given a Rabies vaccination, subcutaneously over the right hip. There were no other vaccines given, nor any other medications send home or started. The Rabies vaccine was from Zoetis SN#384071A which expires on 02 Mar, 2021. The possibility of vaccination anaphylactic reaction was reviewed with the owner at the time of vaccination and at check out. The owner complained about the expense of caring for the K9. The expense of the exam and Rabies vaccination totaled \$21.00 in the Wellness Clinic.

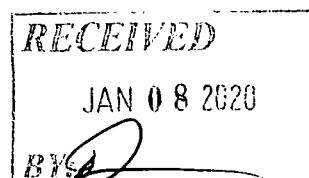
Enclosed is a copy of the medical record, written that day; statements from the Wellness Clinic staff that were present. Veterinary Assistants : Erika de la Cruz and Lauren Darienzo.

Sincerely,

Charles G. Cantrell, MS, VMD

Charles G. Cantrell, MS, VMD

Email : cgcantrell88@gmail.com Phone and text : 610-991-6090.



DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

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INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: PM Investigative Committee: Adam Almaraz - Chair
Amrit Rai, DVM
Cameron Dow, DVM
William Hamilton
Brian Sidaway, DVM

STAFF PRESENT: Tracy A. Riendeau, CVT – Investigations
Dawn Halbrook, Compliance Specialist
Mary D. Williams, Assistant Attorney General

RE: Case: 20-55

Complainant(s): Claude Arthur Wood III

Respondent(s): Charles Cantrell, VMD (License: 7182)

SUMMARY:

Complaint Received at Board Office: 12/20/19

Committee Discussion: 2/4/20

Board IIR: 3/18/20

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018
(Lime Green); Rules as Revised
September 2013 (Yellow)

On December 4, 2019, "Samwise," a 9-year-old intact male Miniature Schnauzer was presented to Respondent for a rabies vaccine. Complainant reported that the dog had been on antibiotics for either a urinary tract infection or respiratory infection for approximately two weeks.

The dog was examined, deemed healthy and a rabies vaccine was administered. Later that evening the dog began having difficulty breathing; Complainant found the dog had passed away the next day.

Complainant was noticed and appeared.

Respondent was noticed and appeared.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: Claude Arthur Wood III
- Respondent(s) narrative/medical record: Charles Cantrell, VMD
- Consulting Veterinarian(s) narrative/medical records: Sun Valley Hope Animal Hospital

PROPOSED 'FINDINGS of FACT':

1. On November 13, 2019, the dog was presented to Dr. Meschino due to a cough that had been going on for a month and intermittent vomiting that had been going on for years but had been worse with the cough. The dog was examined and an enlarged prostate was identified (dog was cryptorchid). Radiographs and blood work were performed – the enlarged prostate was discussed with Complainant and the dog was started on doxycycline while blood work was pending.
2. On November 20, 2019, Dr. Meschino's associate, Dr. Casida, called Complainant with the blood results. Valley Fever was negative and they were concerned for a severe prostatitis, benign prostatic hyperplasia, or prostatic neoplasia. She recommended 3 weeks of enrofloxacin and when more stable, a castration could be performed, including the retained testicle.
3. On December 4, 2019, the dog was presented to Respondent for a rabies vaccine. Complainant reported that the dog was on antibiotics from his regular veterinarian, although he did not know what antibiotic and was vague about why the dog was on antibiotics. Complainant did say the dog had been on antibiotics for over 2 weeks of a 3 week course. The dog was doing well according to Complainant with no medical problems persisting at that time. At one point Complainant said the dog had a urinary infection and at another time he said it was a respiratory infection.
4. Upon exam, Respondent found a weight = 19.3 pounds, a temperature = 100.8 degrees, a pulse rate = 90bpm and a respiration rate = 80rpm. Respondent noted the dog had severe tartar and generalized gingivitis, several loose teeth; one of which Respondent was able to extract with a finger. The dog's chest ausculted normal and it was noted that one testicle was retained. No other abnormalities were found and Respondent vaccinated the dog.
5. Recommendations were made for a dental and castration at a full service veterinarian and the dog was discharged.
6. Complainant was made aware of potential vaccine reactions and was given a brochure listing possible symptoms. Respondent's staff stated that they also read Respondent the Terms of Service and went through potential vaccine reaction symptoms. Along with staff comments and receiving a brochure with the information in it, an email was sent to Complainant with the name, phone number and address of a full service 24-hour emergency facility.
7. According to Complainant, at approximately 11:30pm, the dog began to have difficulty breathing. His neck was swollen and the dog was gasping for air. Complainant stayed up with the dog until approximately 5:30am trying to cool the dog down and help him breath. The dog passed out from exhaustion and Complainant also fell asleep.
8. Later that morning, Complainant found the dog dead.
9. On December 10, 2019, Complainant reported to Dr. Meschino's reception staff that the dog had received a rabies vaccine, then went to a groomer and passed away later that evening.

10. On December 12, 2019, Dr. Meschino called Complainant to discuss the dog's passing. She stated that the dog's blood work showed a high WBC and that prostatitis was a possibility, as well as infection and cancer. Complainant stated that he told Respondent the dog was sick and on antibiotics and Complainant was concerned that a vaccine reaction may have caused the death of the dog. Dr. Meschino advised that vaccine reactions can occur.

COMMITTEE DISCUSSION:

The Committee discussed that vaccination adverse events are rare. It is more common if the dog is smaller and receiving multiple vaccines. Some dog breeds have a predisposition; however Schnauzers are not one of them. It was not wrong to give a rabies vaccine midway through a late course of antibiotics.

The Committee discussed that antibiotics would have nothing to do with the vaccine reaction. If the reaction occurred within a few hours of the vaccine administration, there were many emergency facilities available near Complainant's home the dog could have been taken to.

The Committee felt the dog's death could have been due to something else going on with the dog. Additional information was presented that indicates the dog could have passed away 3 days after the vaccine was administered.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the Veterinary Practice Act occurred.

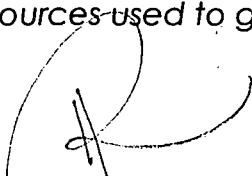
COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

Vote: The motion was approved with a vote of 5 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.



Tracy A. Riendeau, CVT
Investigative Division